



I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

On

April 15, 2004

TOWNSEND and TOWNSEND and CREW LLP

By:

Aurora Lowell  
Aurora Lowell

PATENT

Attorney Docket No.: 020366-069210

C  
#21  
VT  
4/29/04

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Benjamin E. Hansen, et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT

**RECEIVED**

APR 22 2004

Technology Center 2600

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-25 are currently pending.

In response to the Final Office Action mailed December 17, 2003, and the Advisory Action mailed February 27, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.